



Strategic Plans and Process Improvement Quarterly Newsletter

FY 2014

Volume 1

In this issue

SLW 2013	1
SLW—Annual Cycle	2
ACOE	3
SPP 2013 Review	4
CPI Program	8
CPI/RIE's	9
NGAUS Update	11
External LSS Events	12



Senior Leader Workshop 14-15 September 2013: A Ready, Reliable, Responsive, and Relevant Force at Home and Abroad

The annual Adjutant General's Senior Leader Workshop held in Raleigh was attended by senior organizational leaders of the North Carolina National Guard and for the first time, retired Senior Leaders were invited to lend a different perspective to the current challenges faced by the North Carolina National Guard.

To frame the overall theme of the Conference, attendees heard from the Governor of North Carolina, Pat McCrory and Director of Emergency Management, Mike Sprayberry on how the NCNG fits in to the overall role as the force multiplier for Defense Support to Civil Authority missions in North Carolina. It was the first time a sitting Governor had addressed the Senior Leader Workshop and the Governor even took time to pose with the attendees for a historic photograph to document the event.

On the Federal mission support side, Lieutenant General Lengyel, the Vice Chief of the National Guard Bureau, gave a frank and open talk about the current funding and long term operational use of the National Guard in overseas contingency and steady state operations. His insight into the new position of the Chief of the National Guard Bureau as a member of the Joint Chiefs was insightful and interesting to all attendees.

Sexual Assault is a very current and relevant topic to all military leaders and the Senior Leader Workshop was no different. *(continued on Page 11)*



Strategic Plans and Process Improvement Quarterly Newsletter

Senior Leader Workshop 14-15 September 2013: Annual Cycle-How it all ties together (LTC Cristina Moore)



Ready, Reliable, Responsive, and Relevant at Home and Abroad

The annual Adjutant General's Senior Leader Workshop provided an opportunity to better define and communicate the North Carolina National Guard's Annual Strategic Cycle and identify the critical need for continuous assessment and process improvement in order to truly become a learning and growing organization.

For more information or to find the [2013 Senior Leader Workshop slides](#) please visit the [J5 Website](#) on NCGKO

STRATEGY FORMULATION:

- ◆ Conduct SWOT Analysis
- ◆ Revise Campaign Plan
- ◆ Formulate strategies
- ◆ Update/Develop Objectives
- ◆ Update Strategy Map
- ◆ Update Measures
- ◆ Adjust Targets

ASSESS & IMPROVE:

- ◆ ARC, MRR, USR
- ◆ GO Conferences and JCCs
- ◆ Internal & External AARs
- ◆ Process Improvement
- ◆ ACOE
- ◆ Campaign Plan Survey
- ◆ Management Controls
- ◆ Installation Status Report

INITIATIVE DEVELOPMENT:

- ◆ Staff develops subordinate strategic initiatives

INTERNAL & EXTERNAL REVIEW:

- ◆ Legislative Initiatives
- ◆ Review of Campaign Plan
- ◆ Review SWOT Analysis
- ◆ Gap analysis, blind spots
- ◆ Validate/refine organizational focus & core capabilities
- ◆ Identify Strategic Goals & Initiatives

DEPLOY:

- ◆ Strategic Plan, Goals, Objectives and Initiatives throughout organization

DEVELOP:

- ◆ Action Plans
- ◆ Workgroups (from JPG)
- ◆ OPORDs
- ◆ Policies
- ◆ CONPLANs

COMMUNICATE:

- ◆ STRATCOM
- ◆ Engagements with partners
- ◆ Themes and Talking Points
- ◆ Civic Leader's Guide

EXECUTE THE PLAN:

Strategic Plans and Process Improvement Quarterly Newsletter

The Army Communities of Excellence Program (Major Dale Cowan)

Did You Know?

The NCNG uses "rewards" or "funding" received to further the organization thru Six Sigma courses, and Strategic Planning Courses and Working Groups. Additionally, we have been able to print the NCNG Campaign Plan Magazine, Posters, Tri-folds, Business Cards, Civic Leader Guide and the new NCNG logo stickers and magnets using these funds.

The Army Communities of Excellence (ACOE) Program identifies excellence in organization management. The program, recognized by the Director of the Army National Guard, encourages and rewards National Guard organizations that optimize their environments and demonstrate a commitment to facility as well as service excellence. It is designed to align missions with goals and objectives while benchmarking our organizations against first class organizations worldwide.



The ACOE Program uses the Baldrige Criteria for Performance Excellence giving us a holistic evaluation of where the North Carolina National Guard (NCNG) is and where we would like to be. The Criteria are made up of questions that are divided among seven different categories and assigned to individuals in the NCNG based on their leadership and capabilities. Our category champions will be announced during the next Joint Planning Group on 7 November.

The ACOE Program distinguishes organizations that demonstrate organizational maturity in approaching and deploying processes that target key performance gaps. Top organizations also demonstrate an exceptional ability to establish improvement priorities and introduce more effective methods to work with their customers, partners and suppliers. The feedback provided through the assessment process offers valuable insight into the state of the organization and highlights areas for further improvement.

The ACOE Program strengthens competitiveness across different National Guard Organizations by: helping to improve organizational performance practices, capabilities and results; facilitating communication and sharing of best practices; guiding our strategic plan; and providing opportunities to learn.

2013 ACOE Team

Special thanks to our Category Champions and Writing Team Members!

Category Champions: COL Sonny Simpson, COL Bernie Williford, LTC Matt Chytka, LTC Wes Morrison, LTC Cristina Moore, and LTC Brent Orr

Writing Team Members: LTC Miriam Gray, CPT Mark Boyle, MAJ Mark Pickett, CPT Robert Hogarth, COL Jeffrey Copeland, MAJ Brian McIlvaine, LTC John Ebbighausen, WO1 Regina Simms, Dr. John Shaw, LTC Beau Cook, MSG Dennis Miller, Mr. Gary Vandebur, LTC Chris Simpson, CW3 Jeffrey Ragone, WO1 Christopher Pruitt, LTC Robert Boyette, LTC Wayne Smith, MSG Daryl Mullins, CPT Michelle Layton, MAJ Jeremy Shellhammer, CPT David Walliser and LT Matthew Mason.



COL Jeffrey Copeland receiving the Bronze 3rd Place Plaque on behalf of the NCNG at the 2013 ACOE Awards Ceremony



Botswana-NCNG State Partnership Program: FY2013 in review



BWA-XXXX (in NC)
Innovation Hub Leadership visit
7-9 Jan 2013



BWA-1303 (in Botswana)
Roles of ENG in Combat Environ
18-22 Feb 2013



BWA-XXXX (in NC)
BWA Coordination with NC Zoo
10-31 Mar 2013



BWA-1304 (in Botswana)
Mass Casualty Mngt
11-15 Mar 2013



BWA-1336 (in Botswana)
Women's Integration Work Group
8-12 April 2013



BWA-XXXX (in DC)
BDF CDR & NC TAG meet in DC
8-9 April 2013



BWA-1312 (in Botswana)
SF Emergency Medical Techs
13-17 May 2013



BWA-XXXX (in Botswana)
Army ROTC - CULP
4-25 June 2013



BWA-XXXX (in NC)
BWA Minister Defense visit to NC
24-25 June 2013



BWA-XXXX (in Netherlands)
World Justice Forum
8-11 Jul 2013



BWA-1305 (in Botswana)
Warehouse Logistics Mngt
22-26 Jul 2013



BWA-1337 (in Botswana)
JANUS Exercise Prep
22-26 Jul 2013



BWA-1327 (in Botswana)
NC TAG Senior Leader Visit to BWA
07-10 Aug 2013



BWA-1309 (in Botswana)
Engineers in Humanitarian Asst
12-16 Aug 2013



BWA-1307 (in Botswana)
NCO Responsibility in Engineering
9-13 Sep 2013



BWA-1319 (in Botswana)
BDE/BN Intel Staff Procedures
16-20 Sep 2013



BWA-1338 (in Botswana)
Women's Integration Work Grp
16-18 Sep 2013



BWA-1339 (in Botswana)
Joint Intel Analysis
16-20 Sep 2013



BWA-XXXX (in NC)
BDF Chaplain visit to NC
16-20 Sep 2013



BWA-1337 (in Botswana)
Civil Eng Site Survey/PDSS
23-27 Sep 2013



FY2013 was a banner year for the NCNG – Botswana State Partnership Program (SPP). SPP had 21 engagements with Botswana, the most of any year since the partnership was established in 2008, and double the annual average of 10 engagements per year.

Of greatest excitement where the four engagements which Botswana self-funded to North Carolina, including: ① a Civilian-to-Civilian engagement between members of the new Botswana Innovation Hub and NC's Research Triangle Park (facilitated by the NCNG SPP), ② a Military-to-Civilian engagement with the Botswana Defense Force (BDF) Animal Park's senior animal handler traveling to the NC Zoo in Asheboro, NC, to learn about developing zoo operations in Botswana, and ③ two Military-to-Military engagements, highlighted by a visit from the Botswana Minister of Defense, Security & Justice as well as the Botswana Defense Force Commander, and the Commissioner of the Botswana Police Services. This was the first year that Botswana self funded travel to North Carolina. The U.S. Embassy in Botswana has been crucial in promoting this increased activity and these trips attest that each the Government of Botswana and the U.S. Embassy value active partnership with North Carolina.

LTG Galebotswe, the BDF Commander, and MG Lusk, the NC Adjutant General, had three different opportunities to meet throughout FY2013. In addition to building a solid friendship, the commanders were able to discuss and provide critical strategic guidance for future SPP engagements. The generals agreed to have NCNG and BDF forces focus on areas of operationalizing Intelligence, tactical logistics and deployable medical services, building on the 2 intel, 1 logistics and 2 medical engagements conducted in FY13. The commanders identified these areas to both support the BDF in refining their abilities to conduct Anti-Poaching operations, but also as a means of preparing the BDF for potential future international peacekeeping deployments. In line with this, the BDF and NCNG J2 sections are continuing to work out potential means of conducting analytic collaboration of BDF anti poaching data, an initiative that will keep NCNG intel analyst trained on real world targets, while assisting the BDF with valuable anti-poaching analysis and products.

Additionally, the generals endorsed collaboration in a number of other areas. NCNG continues to participate in a series of U.S. Army Africa lead engagements to foster ongoing Women's Integration within the BDF. 2013 was the second occasion where NCNG served as the cadre lead for the Army ROTC's Cultural Understanding and Language Program (CULP), where the NC Guardsmen escorted almost 30 cadets throughout Botswana to see how their military and society operate. NC's Judge Advocate General (JAG) continues to work with the Botswana JAG as the Botswana Government considers amending and updating their national laws that govern the BDF. Also in FY2013, NCNG completed a series of engineer engagements looking at the full spectrum of engineer activities, ranging from combat operations, to humanitarian activities to personnel management. Following a TAG recommendation to explore doing combined digital exercises, a 30th ABCT team conducted an initial reconnaissance and planning session for a propose summer 2014 JANUS exercise between the BDF and NCNG. If this exercise proves it's worth, such NCNG-BDF digital exercises may become an annual occurrence.

By all measures, fiscal year 2013 was a great success, raising both the quantity and quality of engagements between NCNG and Botswana. The partnership continues to foster strong bonds of friendship, developing both trust and technical interoperability. As the United States seeks greater engagement with and from partner nations throughout the world, so does the SPP with Botswana demonstrate the NCNG's organizational capability, value and relevancy.



NCNG-Moldova State Partnership Program: FY2013 in review



MDASPP1301479 (in Moldova)
MP Ops Assessment;
28 Jan – 1 Feb 2013



MDASPP1300006 (in NC)
MDA SF visit with B/1/20 SF CO
6-12 Feb 2013



MDASPP1300046 (in Moldova)
Nursing Team Operations, ph1
18-22 March 2013



MDASPP13 (in Moldova)
Mil-to-Mil Annual Plng Conf
8-9 April 2013



MDASPP1308684 (in NC)
Disaster Prep Capacity Building
26 April – 4 May 2013



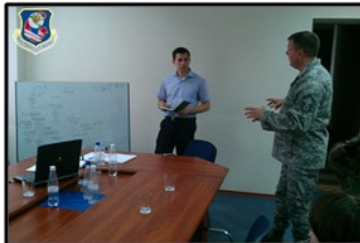
MDASPP1300016 (in Moldova)
NC TAG Visit to Moldova
2 – 4 May 2013



MDASPP1300008 (in Moldova)
Parachute Insert Ops Planning
19-26 May 2013



MDASPP13 (in Moldova)
Army ROTC - CULP
22 May – 12 June 2013



MDASPP1300009 (in Moldova)
System Network Security Mngt
10-14 June 2013



MDASPP1300011 (in Moldova)
J1 Org & MOD Mngt
15-19 July 2013



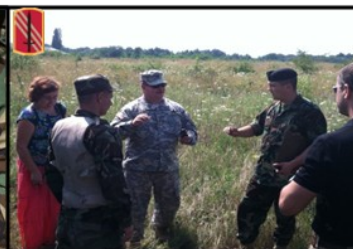
MDASPP1301225 (in Moldova)
Nursing Team Ops Ph2
22-26 July 2013



MDASPP1301713 (in Moldova)
Peacekeeping Staff Ops
22-26 July 2013



MDASPP1301719 (in Moldova)
Med Response Cap Assessment
28 July – 02 August 2013



MDASPP1301720 (in Moldova)
HMA UXO Disposal Capability
28 July – 02 August 2013



MDACMP1301699 (in Moldova)
Em. Prep Capability Analysis
29 – 31 July 2013



MDASPP1300007 (in Moldova)
B/1/20 SF ODA2126 - ODT
5-16 August 2013



MDAEC51300012 (in Moldova)
IG Ops Overview
9-13 September 2013



MDASPP01033 (in Moldova)
Soldier Readiness Processing
9-13 September 2013



MDASPP01485 (in NC)
Long-term Recruiting Planning
9-13 September 2013



LTG(R) Masiri, Former BDF CDR (in MDA)
Humanitarian Aid outreach info meeting
13 September 2013



NCNG-Moldova State Partnership Program: FY2013 in review



For Fiscal Year 2013, the North Carolina National Guard (NCNG) participated in 19 engagements with Moldova, an increase over the 10 engagements in FY2012 and 8 engagements in FY2011. The NCNG accomplished this increased activity through greater cooperation with a variety of other U.S. Government initiatives. For years, NCNG has had a strong working relationship with the European Command (EUCOM) J5, and has primarily conducted engagements funded by the EUCOM J5 or with State Partnership Program (SPP) funds provided by National Guard Bureau (NGB). For FY2013, NCNG was able to coordinate with the Humanitarian Mine Action (HMA) program from the U.S. State Department, to begin initiatives at improving Moldova's capacity & capability to dispose of remnant Unexploded Ordinance (UXO) left over from World War II as well as working with Moldova's medical services and first responders on best practices for initial aid to persons injured by UXOs.

In May 2013, the Adjutant General of the North Carolina National Guard and the Commander of the Moldovan Army, signed a Memorandum of Agreement to establish Unit Partnerships as a means of promoting close ties among Soldiers of similar units. This MOA pairs ① the B/1/20th Special Forces Company (NCNG) with the Moldovan Special Forces Battalion (MDA), ② the 105th Military Police Battalion (NCNG) with the 22nd Peace Keeping Operations Battalion (MDA), and ③ the 130th Maneuver Enhancement Brigade (NCNG) with the 2nd Brigade (MDA).

Also this year, NCNG refined and focused ongoing efforts in working with the Moldovan Army's medical services. NCNG has had a strong history of working with the Moldovans, and just concluded several years of dental exchanges among other activities. Now, NCNG is focusing future medical services engagements to support EUCOM's objective of developing a deployable NATO Level I facility (a battalion aide station). Furthermore, NCNG continues to collaborate with civilian medical services efforts, such as the ongoing dental exchanges and newly civilian nurse exchanges. NCNG's 60th Troop Command and the State Surgeon's office have taken the lead on this line of engagement that is interweaving Medical Services development efforts by the Department of Defense, Department of State and civilian non-profits.

In addition to these areas of our main effort, NCNG has worked on a number of other projects. North Carolina continues to collaborate with the Moldovans in areas of Emergency Management, and conducted two engagements in this area in 2013, with more planned for 2014, to include a new line of engagements in consequence management with regards to a Chemical, Biological, Radiological, Nuclear type event. Also, the 145th Air Wing's Communication's Squadron has continued to serve as a force provider for EUCOM's J6 in conducting Cyber events with the Moldovan J6. This year was the first time that NCNG lead the Army Cadet Command's, ROTC Cultural Understanding & Language Program (CULP) to Moldova, which included 4 Cadre and 30 ROTC students that spent 3 weeks in Moldova learning about the Moldovan Army and culture. And finally, NCNG worked with the Moldovan J1 to refine their personnel management capabilities and in looking at their recruiting practices.

Fiscal Year 2013 was an outstanding year in NCNG's partnership with Moldova. The Guard continues to participate in or facilitate activities that include Military-to-Military, Military-to-Civilian, and Civilian-to-Civilian engagements. NCNG has worked with the NC State Department and a number of civilian activities that engage in Moldova, in support of the NC-Moldova Bilateral Agreement of 2010. This vibrant partnership has truly benefited not only the Moldovans, but also the North Carolina National Guard. With the SPP, the NCNG stays engaged in Joint, Interagency, Intergovernmental, and Multinational relationships that both demonstrate and sustain the NCNG's posture as a Ready, Reliable, Responsive, and Relevant force.

Strategic Plans and Process Improvement Quarterly Newsletter

CPI Program Updates

CPI Call-In Meetings

- Occur at 1400 hrs, once a month
 - ♦ FY 2014 Dates and Pass Codes:
 - 20 NOV 855-521-0875 PASS CODE 1099#
 - 18 DEC 855-521-0875 PASS CODE 1483#
- Attendees include the leads for all active projects, Black Belt and Green Belt candidates, and members of the NCNG CPI Program. NGB CPI Program staff and members of other states' CPI Programs have an open invitation to attend as well.
- Standard Agenda
 - ♦ Upcoming RIEs/pre-work
 - ♦ Current Project Status
 - ♦ CPI Training Topic

Seeking Soldiers and Airmen with training and experience in Six Sigma and/or Marketing

The CPI Office is seeking Soldiers and Airmen who are certified/practicing Green Belt/Black Belt/Master Black Belt Six Sigma project leaders, coaches, or instructors.

The NCNG is considering specialized opportunities for those holding these certifications. For more information, please contact Maj Dale Cowan at dale.j.cowan.mil@mail.mil or MAJ Brian McIlvaine at brian.y.mcilvaine.mil@mail.mil.

Training

FY2014 Green Belt Classes are currently being scheduled for 2-13 December 2013 in Charlotte and August at the Military Academy. Interested individuals should request their chain of command submit nominations to the CPI Program (see POCs on page 12).

Have you ever thought: "I know there is a better way to do this." We are always seeking ideas for future projects, particularly ideas that support the Campaign Plan goals. Submit your ideas to the CPI Office (see POCs on page 12).



Strategic Plans and Process Improvement

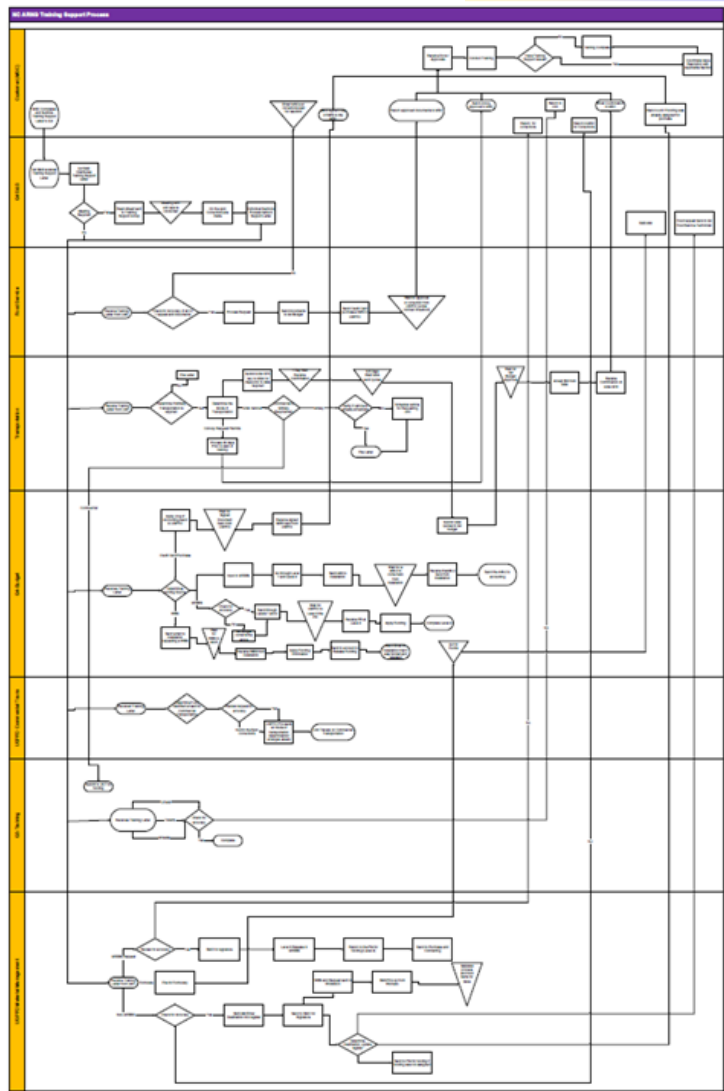
Quarterly Newsletter

Overcoming Continuous Process Improvement Obstacles (SSG Brandon O'Neal)

On the 18th of June, 2013, the NCNG Training Support Letter (later renamed to NCNG Training Support Process) full DMAIC project kicked off with a team meeting at JFHQ. The team consists of soldiers from various brigades in NC, the G-3, G-4, J-5, and USPFO. Through use of brainstorming, benefit-effort matrices, and, at times, heated discussions, the team clearly defined the problems within the training support process. Issues such as lack of visibility of individual requests, missing feedback procedures, and needs for decreased processing times were some of the key problems identified and discussed.

It was quickly found that the project would present many challenges to overcome beyond just its complexity. The ability to coordinate with multiple departments is no easy task, especially when stakeholders are one of few in their office and the end of the fiscal year is close approaching. Generating a process map for a multi-department process proved difficult due to the incredible amount of steps that must be taken to support a resource intense training event. Finding measureable data was even more challenging due to the amount of historical data that was not archived or easily accessible.

Despite the adversity, the team has been successful in reaching many of its goals. The SIPOC, communication plan, as-is process map (depicted on a swim-lane flowchart), and other requirements of the define phase of the project are complete. The team has collected what information it can about the current state and is currently pending completion of the measure phase requirements.



The "As-Is" Swim Lane Flowchart shows the complexity of the NCNG Training Support Process

Strategic Plans and Process Improvement Quarterly Newsletter

RRB Missioning Project (MAJ Brian McIlvaine)

The North Carolina National Guard is partnered with the University of North Carolina system in many ways. With North Carolina State University (NCSU), in particular, we have a history of partnership with regards to process improvement. Many of our service members received their Lean Six Sigma (LSS)/Continuous Process Improvement (CPI) training from NCSU. NCSU has often afforded us the opportunity to attend their annual Lean Six Sigma Forum and in return, we occasionally present our CPI project success stories to NCSU staff and students to demonstrate how the NCNG uses LSS.

SFC Bryan Finch presented his project on Recruiting and Retention Battalion (RRB) Missioning to an NCSU LSS class of North Carolina Department of Transportation (NCDOT) employees on 23 October 2013. The location of the class itself was an example of how we partner with other state agencies and universities as it was held in the Joint Forces Headquarters building.

The RRB Missioning project is a Green Belt level CPI project. In the past, the recruiting mission was essentially two recruits per recruiter per month. While the RRB had been successful at meeting its annual state-wide mission, many individual recruiters struggled in areas with some combination of factors that made the recruiting area more challenging such as lower population levels, lower graduation rates, etc. The primary purpose of this project was to improve the proc-

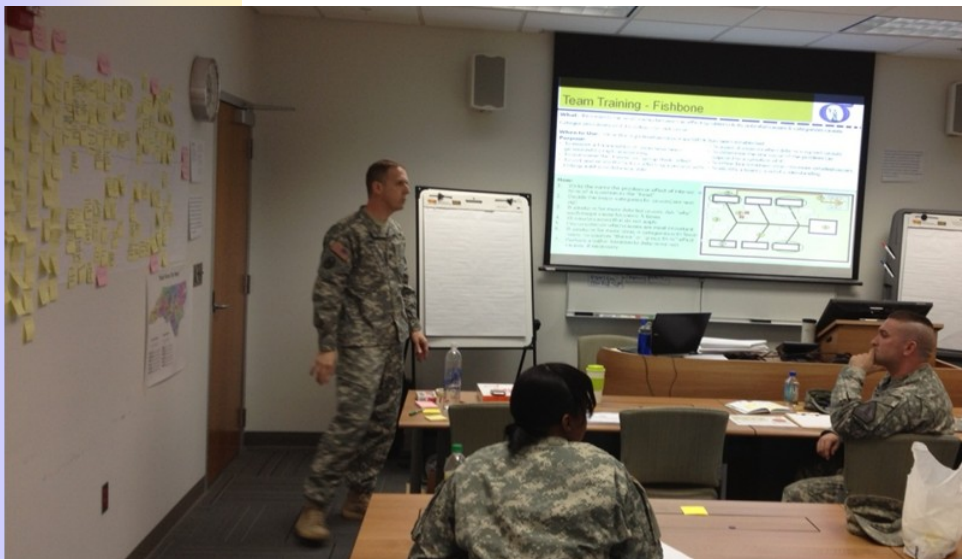
ess for setting the recruiting mission by factoring in a variety of those previously ignored elements of demographics, area, schools, and graduation rates.

SFC Finch's project has been a great example of Lean Six Sigma's usefulness in using data and diverse participation to drive improvement. SFC Finch's team was comprised of experienced recruiters, staff, and leadership from a wide range of recruiting markets. It also included Ms. Jewel Davis, EEO, as well as a participant from the Georgia Army National Guard. With continued guidance from LTC Sarah Dicks and CSM Kevin Whitaker, SFC Finch kept the team and subsequent working groups on track to meet the goal of developing and implementing all improvements by the start of the 2014 Fiscal Year.

For 2014, RRB is using a new formula to establish the recruiting mission for its companies and platoons. It is no longer based on an across the board requirement, but by evaluating historical data it now distributes the recruiting mission in a way that will improve the success of the recruiting force and perhaps reduce some of the inherent stress of the important job.

The project is now in the control (final) phase and the recruiter performance using this new formula will be monitored quarterly to determine if any modifications are required to perfect it.

Congratulations to SFC Bryan Finch, the team members, and the many contributing subject matter experts for a job well done!!



SFC Finch leads the team through the Cause and Effect diagram with (L-R) SFC Crystal Jones and SFC Clay Sigmon. Other members of the team not pictured are SSG James Vasquez, SFC Scott Sculley, MSG Elliot Marks, 1SG Michael Pisano, Ms. Jewel Davis, SFC Michael Hamilton, and SGM Robinette Pryor.

Strategic Plans and Process Improvement Quarterly Newsletter



Fellow active and retired officers of the North Carolina National Guard, congratulations on ensuring our state made 2013 its **27th consecutive year for 100% membership!** Our active and retired life members have been particularly helpful towards this annual goal.

For 2014, we hope to continue our state's strong support of the National Guard Association of the United States (NGAUS). NGAUS represents the interests of the National Guard to Congress, business, industry, and anyone else who impacts the Guard, its Soldiers, Airmen, and their Families and Employers. NGAUS seeks equipment, training, missions, and benefits for Guardsmen, across the country. Examples of benefits include low cost TRICARE medical coverage for all Guardsmen to include retirees who have retired, but not yet reached age 60; and early retirement credit of three months for every 90 days served in combat or performing presidential emergency response duty since 28 January 2008.

Keeping in mind that submission of NGAUS dues is a personal, voluntary decision, our goal is to get as close to 100% membership as possible by 28 February 2014. This will allow us to meet the NGAUS Early Bird deadline and achieve a 5% rebate on dues collected. In 2013, this allowed us to send a company grade officer to the NGAUS Conference in Honolulu, HI, despite the suspension of the Officer Professional Development program that, in the past, authorized select company grade Air and Army National Guard officers to attend the annual NGAUS Conference in a duty status.

We also hope you'll join us at the NGAUS Conference in Chicago, IL, **22-25 August 2014**. It's a great opportunity to show your support for the North Carolina National Guard, network with members from other states and territories, meet with industry representatives, and hear from our Air Force, Army, and National Guard leaders.

If you have any questions about the program, please visit the NGAUS website at www.ngaus.org or contact Brian McIlvaine at nc.ngaus@gmail.com

Senior Leader Workshop 14-15 September 2013 *(Continued from Page 1)*

Well known, attorney, judge and activist, Anne Munch gave a riveting presentation entitled, "Sexual Assault: Naming the Unnamed Conspirator". She challenged many cultural norms and attitudes commonly held not only in the military but society as a whole. Leaders were given much to think about in regards to how they approach this difficult and disturbing issue.

In addition to the wonderful array of speakers, the attendees of this Senior Leader's Workshop conducted the Strength, Weaknesses, Opportunities and Threats (SWOT) Analysis in several break out groups at NCO, Battalion, Brigade and General Officer level. Participants identified our areas where the NCNG could improve, sustain and exploit opportunities in the next five years. This feedback will be used to refine the NCNG Campaign Plan for the coming year. The input of the speakers and breakout sessions all supported the development of this key portion of the Senior Leader Workshop.

Strategic Plans and Process Improvement Quarterly Newsletter

Lean Sigma Professionals (LSP) Veterans Productivity Pathways

Lean Sigma Professionals provides exceptional performance solutions for business by employing our in-depth expertise in Lean Six Sigma. Our seasoned and expert practitioners are Black Belts, Master Black Belts and Lean Masters as well as MBAs and other advanced degrees. We are strategically headquartered in Charlotte, North Carolina, where we serve a multitude of clients across the nation. The Lean Sigma Professionals approach is unique, and designed to meet the needs of your company. In fact, our tailored and individualized approach is the reason we have had so much success in so many different industries. At Lean Sigma Professionals, we understand that a company cannot produce the end results they desire, unless they focus and understand the big picture.

With a combined experience of more than 40 years in Business Optimization applying Lean Six Sigma, our founders and managing partners have brought together an expert group of consultants with proven track records as credible Lean Six Sigma (LSS) authorities from multiple industries. Our unique culture-based approach to Lean Six Sigma complemented by the diverse educational and cultural backgrounds of our team, we are well-positioned as a company to be the consultancy of choice in today's business marketplace.

FREE

Career and life-changing training for Veterans and their Dependents

LSP had the opportunity to host 70 Veterans and their families at the Military Appreciation Day at UNCC. It was a wonderful day for everyone. Kimberly Melton, Director of Sales and Marketing, had an opportunity to talk with Cristina Moore about our Veterans Productivity Pathways (VPP) program. VPP is an exciting and powerful set of training classes to provide veterans and their dependents a career and life-changing program at no cost. This program will prepare Vets for a career in productivity related jobs, such as, project management, production and operations. These combined classes have a \$5,000 value but will be given at **no charge** to Veterans or their dependents.

LSP is veteran owned and was founded in 2008 to provide productivity solutions for business. They work with all types of businesses to identify, measure and improve productivity. With LSP you don't just get a consultant you get a team of experienced professionals that understand how productivity works—no matter what type business. We provide experience and expertise. We are experts in customizing our Process Improvement Services to the specific needs of our clients - we are steadfast in our belief that the methodology serves the client rather than the other way around.

Veterans Productivity Pathway



Training is a pathway to employment and enhanced employment opportunities

LSP is partnering with Goodwill and The Employers Association to offer the Veterans Productivity Pathway, an exciting and powerful set of training classes to provide veterans and their dependents a career and life-changing program at no cost. This program will prepare Vets for a career in productivity related jobs, such as, project management, production and operations.

The program is designed in 3 consecutive phases that build upon one another:

1. **Excel 1 & 2**—The training consists of two classes. Microsoft Excel is a spreadsheet application used for calculations and accounting data. (\$390 value)
2. **3-day LSP Six Sigma Yellow Belt Certification**—Lean Six Sigma combines the two most important improvement trends of our time: making work *better* (using Six Sigma) and making work *faster* (using Lean principles). This quality improvement method can give you the tools to identify and eliminate waste and quality problems in the workplace. (\$950 value)
3. **6-day LSP Six Sigma Green Belt Certification**—Builds upon Yellow Belt training and includes advanced risk management, statistical analysis, and process controls. (\$3,500 value)

Step One

Excel 1 & 2 Training:
Multiple dates available

- Working with spreadsheets
- Entering and editing data
- Using functions and charts
- Pivot tables and templates
- Managing large workbooks
- Printing and formatting

Step Two

LSP Yellow Belt Certification:
November 5—7, 8 am—5 pm
November 12—14, 8 am—5 pm

- Identifying a process
- Process mapping
- Measuring key metrics
- Developing leadership routines
- Identifying improvements

Step Three

LSP Green Belt Certification:
Dec & Jan, 6 days total, split into 3 consecutive full-day classes

- Project planning
- Process mapping
- Measurement systems
- Process risk assessment
- Pilot planning
- Process controls

Deadline: October 25, 2013 or until the classes are filled. Only veterans and their dependents (spouses and children) are eligible. Since each class builds upon one another, you must take each class in order. **Qualifications:** College degree or some college, business or math-related degree, demonstrated experience with Microsoft Office and some knowledge of Excel, employed or seeking employment. The Yellow Belt classes consist of two classes of 15 participants. Selection will be based on a first come, first served basis for those who meet eligibility requirements.

For Further Information Contact:

Vanessa S. McCants, MBA, Army Veteran
Goodwill Industries of the Southern Piedmont
(O) 704.916.1676 Vanessa.mccants@goodwillsp.org

Strategic Plans and Process Improvement Quarterly Newsletter

National Guard Joint Continuous Process Improvement

North Carolina National Guard
NGNC-SPO
1636 Gold Star Drive
Raleigh, NC 27607

“Always Ready”

The North Carolina National Guard has actively participated in the NG CPI program since its inception in late FY09. We are one of the leading states on project execution as we continue to work closely with NGB on achieving our goal of a self-sustained NCNG CPI Program.

NCNG CPI Director: LTC Cristina Moore
Ph: 919-306-9859
Email: cristina.m.moore2.mil@mail.mil

NCNG CPI POC: MAJ Brian McIlvaine
Ph: 919-664-6068
Email: brian.y.mcilvaine.mil@mail.mil
DSN: 582-9068

[NCGKO Continuous Process Improvement Site](#)

External Lean Six Sigma Events and Training *

The NCSU Lean Six Sigma (LSS) Black-Belt certificate program LSS Black Belts are some of the most sought after professionals today. Black Belts lead LSS project teams and mentor Green Belts to achieve significant performance improvement. Black Belt training will provide you with the skills needed to lead LSS projects through the NCNG. This course requires four 40 hour weeks of training, usually conducted one week per month for four months.

NCSU LSS Green Belt certificate program.

Green Belt training will introduce you to the LSS philosophy and terminology and give you the tools you need to complete your Green Belt certification project. This course requires two 40 hour weeks of training, usually conducted one week per month for two months.

Visit www.tx.ncsu.edu/sixsigma/ for more information and to register.

LSS Distance Learning through Army e-Learning Program:

<https://usarmy.skillport.com>

Please note that you must be active Army, Army National Guard, Army Reservist, or DA Civilian to register for Army e-Learning.

For questions about the North Carolina National Guard Continuous Process Improvement program or to submit recommendations for future projects, click here on the CPI Logo or contact the POCs listed above:



Follow NCNG



Facebook



Mobile Website

** External events and training opportunities are not endorsed by the North Carolina National Guard and funding is not currently programmed.*